Yahoo! Messenger for BlackBerry Smartphones

User Guide

Version: 3.0

BlackBerry

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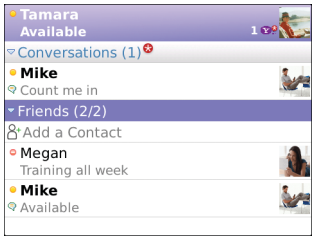
Basics

About Yahoo! Messenger for BlackBerry smartphones

You can use Yahoo! Messenger for BlackBerry smartphones to chat with other Yahoo! Messenger users from your smartphone. To use Yahoo! Messenger for BlackBerry smartphones, you must have a Yahoo! ID. To get a Yahoo! ID, visit edit.yahoo.com/config/eval_register. For more information about Yahoo! Messenger, visit messenger.yahoo.com.



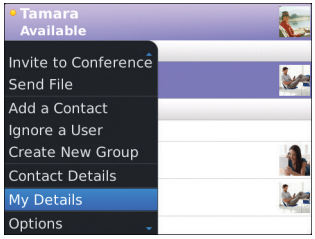
Sign in to Yahoo! Messenger for BlackBerry smartphones

1. On the Home screen or in the application list, click **Yahoo! Messenger**.
2. Type your Yahoo! ID and password.
3. Click **Sign In**.

To sign out, press the **Menu** key > **Sign Out**.

Change your nickname or display picture

1. On the contact list screen, press the **Menu** key > **My Details**.
   - To change your nickname, type a name.
   - To change your display picture, press the **Menu** key > **Change Display Image**. Click a picture. If necessary, center the picture in the box. Press the **Menu** key > **Crop and Save**.
2. Press the **Menu** key > **Save**.



About sound profiles

You can set notification options, such as vibrate or tone, for Yahoo! Messenger for BlackBerry smartphones in the sounds application. The Yahoo! Messenger Alert item specifies how you are notified when a contact that you have set an availability notification for becomes available. The Yahoo! Messenger New Message item specifies how you are notified of incoming Yahoo! Messenger messages.

Depending on the sound profile that is set in the sounds application on your smartphone, you might not hear the audible notification that you have set for Yahoo! Messenger for BlackBerry smartphones. For more information about sounds, click the **Help** icon on the Home screen of your BlackBerry smartphone.

Error messages: Signing in

Data services unavailable

This message appears when your BlackBerry smartphone is not connected to the wireless network, or you are in an area of reduced wireless coverage where some features are not available.
Verify that your smartphone date and time are correct. Also, verify that the wireless network indicator appears in upper case for full wireless coverage (for example, EDGE).

Service not enabled

This message appears when you do not have the required service books on your smartphone to use this application. Contact your wireless service provider to verify that the application is supported and have any missing service books sent to your smartphone.

Service is busy. Please try again

This message appears when a connection between your smartphone and the third-party instant messaging service cannot be established, possibly because the third-party instant messaging service is not available.

Wait a few minutes before trying to sign in again.

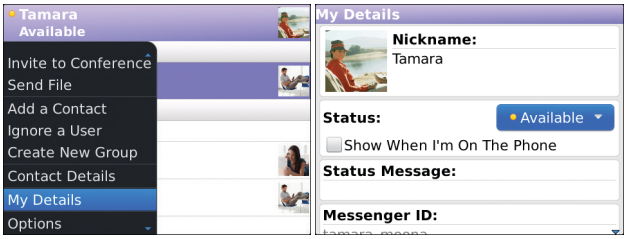
Find more troubleshooting information

To troubleshoot an issue and read knowledge base articles, visit the BlackBerry Technical Solution Center at www.blackberry.com/btsc.

Availability

Change your status

1. On the contact list screen, press the **Menu** key > **My Details**.
2. Change the **Status** field.
3. Type a status message.
4. Press the **Menu** key > **Save**.



Show when you are on a call

Depending on your wireless network, this feature might not be supported.

1. On the contact list screen, press the **Menu** key > **My Details**.
2. Select the **Show When I'm On The Phone** check box.
3. Press the **Menu** key > **Save**.

To stop showing when you are on a call, clear the **Show When I'm On The Phone** check box.

Appear offline to a contact

1. Press the **Menu** key > **Appear Offline to**.
2. Click **Yes**.

To appear online to the contact again, click **Appear Online to**.

Receive notification when a contact is online

You can receive a message when the contact is online. Depending on the sound profile that is set on your smartphone, you might also receive an audible notification.

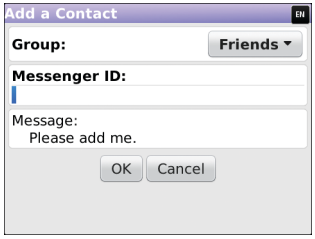
1. On the contact list screen, in a contact group, highlight an offline contact.
2. Press the **Menu** key > **Set Alert** > **OK**.

Contacts

Add a contact

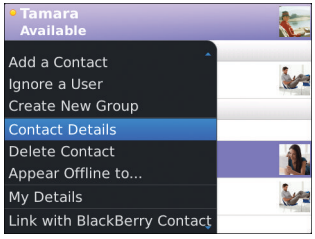
When you add a contact, that contact must accept or decline your invitation.

1. On the contact list screen, press the **Menu** key > **Add a Contact**.
2. To specify a contact group, change the **Group** field.
3. Type a user name.
4. Click **OK**.
5. To link the contact with a contact in the contacts application, click **OK**.



View a contact's information

1. On the contact list screen, highlight a contact.
2. Press the **Menu** key > **Contact Details**.



Link a contact with a contact in the Contacts application

When you link a contact with a contact in the Contacts application, you might be able to perform additional tasks. For example, during a conversation, you might be able to call or send an email message to the contact quickly from the menu.

1. On the contact list screen, in a contact group, highlight a contact.
2. Press the **Menu** key > **Link to BlackBerry Contact**.
3. Click **OK**.

4. Click a contact or **New Contact**.

Rename a contact

1. On the contact list screen, highlight a contact.
2. Press the **Menu** key > **Contact Details**.
3. Type a name.
4. Press the **Menu** key > **Save**.

Delete a contact

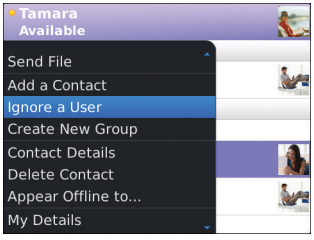
1. On the contact list screen, in a contact group, highlight a contact.
2. Press the **Menu** key > **Delete Contact** > **Delete**.

Ignore a user

You must delete a user from your contact list before you can ignore the user.

When you ignore a user, the user cannot add you. If you ignore a user who has already added you, you appear as offline in that user's contact list.

1. On the contact list screen, press the **Menu** key > **Ignore a User**.
2. Type the user name or the email address of the user that you want to ignore.
3. Click **OK**.



To unignore a user, highlight an ignored user. Press the **Menu** key > **Un-ignore**.

View ignored users

1. On the contact list screen, press the **Menu** key > **Options**.
2. Change the **Show Ignored Contacts** field to **Yes**.

3. Press the **Menu** key > **Save**.

Organize offline contacts

1. On the contact list screen, press the **Menu** key > **Options**.
   - To group offline contacts, change the **Show Offline Contacts** field to **Group**.
   - To hide offline contacts, change the **Show Offline Contacts** field to **No**.
   - To view offline contacts, change the **Show Offline Contacts** field to **Yes**.
2. Press the **Menu** key > **Save**.

A contact no longer appears in my contact list

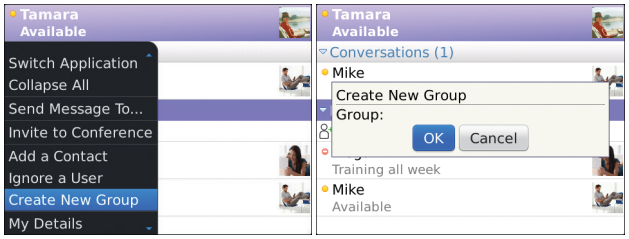
Try performing the following actions:

- If you have changed options to hide offline contacts, organize offline contacts so that you can view offline contacts.
- If you have collapsed the group that the contact is in, expand the group. On the contact list screen, click the group.

Contact groups

Add a contact group

1. On the contact list screen, press the **Menu** key > **Create New Group**.
2. Type a name for the contact group.
3. Click **OK**.



Move a contact to a different contact group

1. On the contact list screen, in a contact group, highlight a contact.
2. Press the **Menu** key > **Move**.
3. Click a contact group.

Rename a contact group

1. On the contact list screen, highlight a contact group.
2. Press the **Menu** key > **Rename Group**.
3. Type a new name.
4. Click **OK**.

Delete a contact group

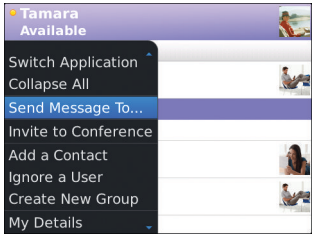
You must move all contacts out of a contact group before you can delete that contact group.

1. On the contact list screen, highlight a contact group.
2. Press the **Menu** key > **Delete Group** > **Delete**.

Conversations

Send a message to a user that is not in your contact list

1. On the contact list screen, press the **Menu** key > **Send Message To**.
2. Type a user name.
3. Click **OK**.
4. Type a message.
5. Press the **Enter** key.



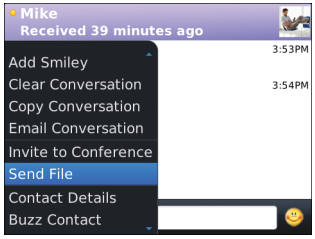
Add an emoticon

1. When you are composing a message, press the **Menu** key > **Add Smiley**.
2. Click an emoticon.

Send a file to a contact

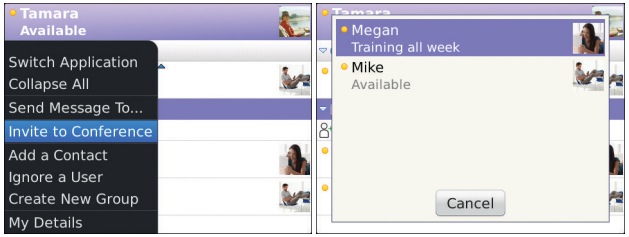
If your BlackBerry smartphone is associated with an email account that uses a BlackBerry Enterprise Server, you might be able to send files that are stored on your organization's network. For more information about accessing a file from your organization's network, click the **Help** icon on the Home screen of your BlackBerry smartphone.

1. On the contact list screen, highlight an online contact.
2. Press the **Menu** key > **Send File**.
   - To send a picture, click **Picture**. Click a picture.
   - To send a document, click **File**. Click a file.
   - To send a voice note, click **Voice Note**. Record your message. Click **Send**.
   - To send a contact attachment, click **Contact**.
   - To send multiple files, click **Multiple**. Click a file. Click **Add another file**. Click another file. Click **Send**.



Start a conference

1. Press the **Menu** key > **Invite to Conference**.
2. Click a contact.



To add more contacts to the conference, repeat steps 1 and 2.

Switch conversations

1. During a conversation, press the **Menu** key > **Switch Conversation**.
2. Click a contact.

Email, copy, or clear a conversation

Depending on your wireless service plan, you might not be able to email a conversation.

1. During a conversation, press the **Menu** key.
2. Click one of the following:
   - **Email Conversation**
   - **Copy Conversation**
   - **Clear Conversation**

End a conversation

During a conversation, press the **Menu** key > **End Conversation**.

Stop receiving messages from users that are not in your contact list

1. On the contact list screen, press the **Menu** key > **Options**.
2. Change the **Ignore Messages From Users Not in Contact List** field to **Yes**.
3. Press the **Menu** key > **Save**.

Prevent conversations from appearing in the messages application

1. On the contact list screen, press the **Menu** key > **Options**.
2. Change the **Show Conversations in Messages Application** field to **No**.
3. Press the **Menu** key > **Save**.

To view conversations in the messages application again, change the **Show Conversations in Messages Application** field to **Yes**.

I am not receiving notification for incoming messages

In the sounds application, try performing the following actions:

- Verify that the All Alerts Off sound profile is not selected.
- Verify that the **Volume** fields for the Yahoo! Messenger New Message item are not set to **Silent**.
- Change the notification options for the Yahoo! Messenger New Message item.

Conversation history

Turn on conversation history

1. On the contact list screen, press the **Menu** key > **Options**.
2. Change the **Save Message History** field to **Device** or **Media Card**.
3. Press the **Menu** key > **Save**.

View the conversation history for a contact

You can only perform this task if you have previously turned on conversation history.

1. On the contact list screen, highlight a contact.
2. Press the **Menu** key > **View History**.
3. Click a conversation history.

Delete a conversation history

You can only perform this task if you have previously turned on conversation history.

1. On the contact list screen, highlight a contact.
2. Press the **Menu** key > **View History**.
3. Press the **Menu** key.
   - To delete the conversation history for an individual contact, click **Delete Contact's History**.
   - To delete the conversation history for all contacts, click **Delete Complete History**.

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